

Quality policy

for KN Rengøring



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Introduction

KN Rengøring has developed a number of procedures in order to ensure the quality of the work that we perform for our customers.

These processes are described in this Quality Manual and cover all stages of production at KN Rengøring - from sales, to planning and purchases to daily operations.

The Quality Manual is the basis for the systematic approach that is used throughout our organisation and also amounts to a fundamental part of our internal training programme in order to ensure that the company's employees act accordingly.

The completion of the quality assurance procedures is ensured via methods/tools that are mainly used by the service managers at KN Rengøring when initiating, managing, controlling and maintaining results.

Our quality assurance system is supported by modern IT systems (including the cleaning system Data-Know-How) in order to ensure continuity and uniformity.

By using IT to describe the scope of the tasks and for registration and quality evaluation, we avoid having to rely on undesired random elements in training and quality evaluation.

Our quality assurance procedures are updated on an ongoing basis in order to ensure that they always comply with the relevant requirements.

The procedures are also implemented with recognised quality norms, such as DS/INSTA 800, which is the common Nordic standard for management and quality assurance for cleaning.

At KN Rengøring, we recognise that the results of our daily efforts will always depend on our attitude towards performing the work. Therefore, as an organisation, we always ensure that we work towards - at a minimum - supplying the quality that was agreed upon.

Organisation

KN Rengøring has prepared an organisational plan for quality procedures which is divided into levels and competences and based on a proactive effort for each individual employee level.

Service employees

KN Rengøring's service employees, which account for the vast majority of our total staff, are trained via our internal competence-enhancing training programme which can successively be supplemented via further education, such as AMU courses or study programmes at technical colleges. KN Rengøring's self-regulation is an important component in the training of service employees.

Generally speaking, a service employee must therefore at minimum perform the following tasks:

1. Visually assess the results of their own cleaning (includes, for example, emptying bins and visually assessing the cleanliness of inventory, sanitation and floors).
2. A safety and security check (ensuring that windows are closed, the alarms are properly configured, etc.).
3. Inspect their own cleaning equipment, machines and other work tools.
4. Evaluate the work on the basis of the service manager's evaluation (i.e., corrections in relation to the quality report).

In order to ensure the optimal performance of the service employees, the service employees are to the greatest extent possible included in the practical arrangement and planning of the work.

Service managers

All cleaning tasks / customers have a service manager attached, which is the person that holds the overall responsibility for ensuring that a number of instructive, follow-up and communication-related procedures are followed, including primarily:

1. Organising the work in collaboration with KN Rengøring's operations managers.
2. Training the service employees in accordance with KN Rengøring's guidelines for such based on the instruction(s) that apply to the task and also training them in the correct and environmentally friendly ways of using items, chemicals and methods. "Learning by doing".
3. Preparing quality reports in accordance with KN Rengøring's guidelines for such when using inspection forms.
4. Taking part in an open and results-oriented dialogue between the company and the customer and also between employees under them, among other things, via the holding of customer meetings.
5. Working to preserve a good and productive working environment for the employees under them.
6. Follow-up checks and the preparation of quality reports and initiating follow-ups on the basis of those with service employees and the customer.

The service managers are supported by the management of KN Rengøring which holds the overall responsibility for managing the company and analysing the incoming quality reports and using them to create a sound basis for constant operational improvements.

Documentation

KN Rengøring documents the quality of our work in three phases:

1. Preparatory (making an offer), including:
 - a. A specific and transparent instruction for how the work should be carried out.
 - b. The preparation of a building design listing the work that will be required and the frequency.
2. An instruction form for service employees that is filled out when the work is begun.
3. A status report that is filled out once per month and which documents the efforts of each individual service employee.

In the preparatory phase, the development and sales department at KN Rengøring will be responsible for preparing the documentation.

Startup

All service employees will review a comprehensive set of instructions before they begin their work.

This instruction is not a replacement for professional training - it only serves as instructions for the specific workplace that the employees will be servicing.

The training is documented via an instructions form that, among other things, ensures that the employees are training in the use of alarm systems, that they know where the lights are turned on/off, where the water faucets are and other local conditions.

On the professional level, there is a review of how to operate machinery and items that are at the workplace.

Finally, the service manager and employees will sign their names to indicate that the instructions have been carried out to a sufficient extent.

Quality report

A quality report is prepared for each individual employee's work area - typically once per month.

The frequency can be increased as needed.

The form includes a comprehensive review of all parts of the employee's work which is then rated as "acceptable" or "not acceptable".

The evaluation is supplemented with a written remark which will provide more information on why a certain rating was given.

IT-based procedures

KN Rengøring uses a lot of IT-based procedures for training and quality assurance.

As mentioned in the "Documentation" section, as a general rule, there is always prepared comprehensive sets of instructions that can be supplemented with building designs and coloured areas that indicate the frequency of cleaning and on which days of the week the individual services are completed.

The program that is used to prepare the building designs can also generate lists that can be used for a statistically random selection of rooms that should be quality controlled.

This ensures an ongoing quality control of all areas.

The service manager reviews the quality of the cleaning and the customer's contact person will always be invited to participate in this review.

During the review, all observations are written on an iPad. Subsequently, they will be forwarded to the customer's contact person and the service employees. Additionally, the service employees will also personally be updated on the observations.

If there are any issues, they will be fixed by the next day at the latest. The quality reports and the observations from the review will be mailed to the customer's contact person and other individuals that the customer has indicated should receive them.

All reports will be available in a database that can only be accessed by the relevant customer's employees and KN Rengøring's operations department.

Quality and the environment

KN Rengøring considers it to be critically important that both the working environment and the external environment are treated responsibly.

Our suppliers of chemicals, items and machinery must comply with a number of quality and environmental requirements.

Our suppliers of chemicals are therefore expected to be compliant with quality and environmental standards such as, for example, ISO DS/EN 9001, ISO DS/EN 14.001 and EMAS, which ensures a uniform and environmentally friendly production of all products.

Additionally, KN Rengøring will always choose the least harmful chemicals to do the job - without compromising on quality - and for the daily cleaning we only use products carrying the Nordic Swan ecolabel.

The mild chemicals are supplemented with water and chemical-saving procedures (for example, microfibre technology) and the reuse of packaging.

This ensures a uniform quality with a high priority for environmental considerations in the daily operations.

Quality assurance procedures

KN Rengøring has developed individual procedures which ensure that the quality control and follow-ups are not based on undesired random elements, but rather on a number of well-defined and tested methods.

The service manager makes multiple quality controls and prepares quality reports on the basis of those. At least once per month, these are mailed to the customer's contact person.

The customer is invited to participate in these controls, ensuring that both parties are fully aware of the current levels of quality.

The quality report then serves as a basis for evaluation for the operations managers which can process the registered information in an analytical form.

The service manager will also use the reports as a basis for quality follow-ups:

- 1.** Presenting the report to the service employees on site in order to, if relevant, ensure improvements are made or that adjustments are made in the daily work.
- 2.** Following up in relation to the service employees efforts, depending on the report's overall conclusion.
- 3.** Follow-ups with the customer.

These procedures ensure that reductions in quality do not accumulate.

At the same time, the customer can be assured that the follow-up work is being handled and that the quality is maintained at a persistently high level in accordance with the signed agreement.

Illness and substitutes

In the event of illness or substitutes being used, we are able to rely on our other highly skilled service employees. Either from the nearby sites or from some of the others cleaning the site. That way, as a customer, you will not notice any difference in the services being provided. The service manager will be in charge of getting the substitute up to speed on the cleaning area so that our customers do not notice any differences.

In the event of an acute illness, the service manager will also help out with the cleaning and bring in colleagues so that the agreed upon cleaning is delivered.

Managing complaints

The 'human factor' means that mistakes are inevitable.

Therefore, our quality management system is based on limiting the frequency and scope of human errors.

The complaints procedure in the event of determined or reported failures include, at minimum:

- 1.** That any failure (or presumed failure) is immediately handled by the service manager in order to limit the extent of the failure (no complaints are allowed to be ignored or left unanswered).
- 2.** That the cause of the failure is discovered and analysed.
- 3.** That the service manager, together with the operations managers, will come up with a solution that to the greatest extent possible ensures that this mistake is not repeated.

As previously described, the quality report is a significant basis for the operations managers to evaluate the quality level for the job.

If there are found to be declining or persistently subpar quality levels in incoming reports, it is the responsibility of KN Rengøring to immediately launch initiatives to ensure that the agreed upon level of quality is re-established.

Response times

KN Rengøring's objective is that all determined or reported failures are reported as soon as technically and humanly possible.

Among other things, this means that there is immediately begun work on a solution which will at the latest be executed the next time the service employee will be working with the customer.

If there is an urgent need for extra cleaning, etc. for a customer, and if this is not the result of a failure from our side, then work will also begin on a solution which will be executed as soon as possible.

Tasks which are not urgent are planned by the service manager together with the customer.